

Project Steering Committee Meeting

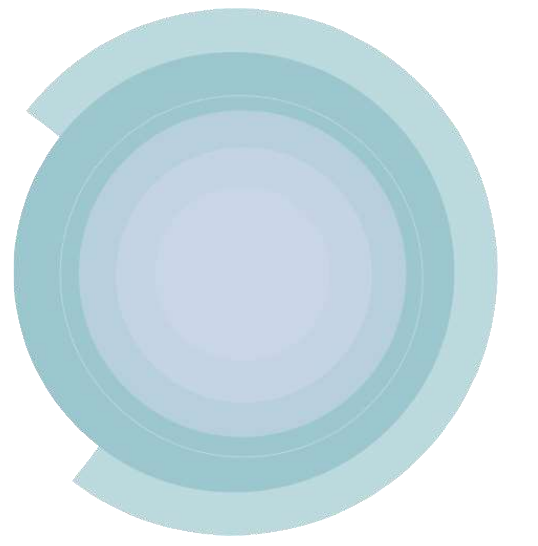
October 16, 2025



CalSAWS



Agenda

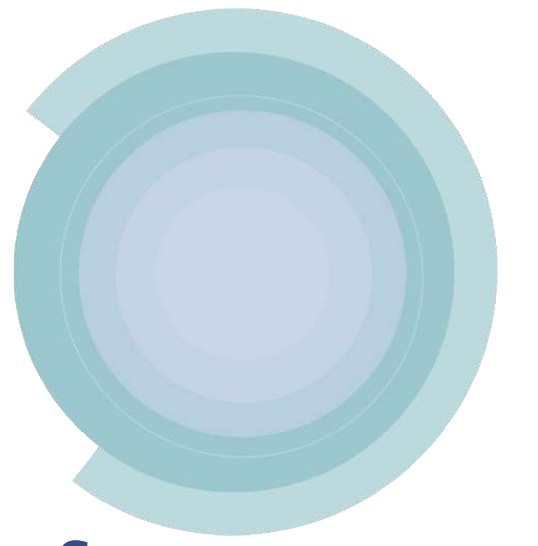


1. Call Meeting to Order.
2. Confirmation of Quorum and Agenda Review.
3. Public Comment: Public opportunity to speak on any item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Chair to speak.

Action Items

Action Items

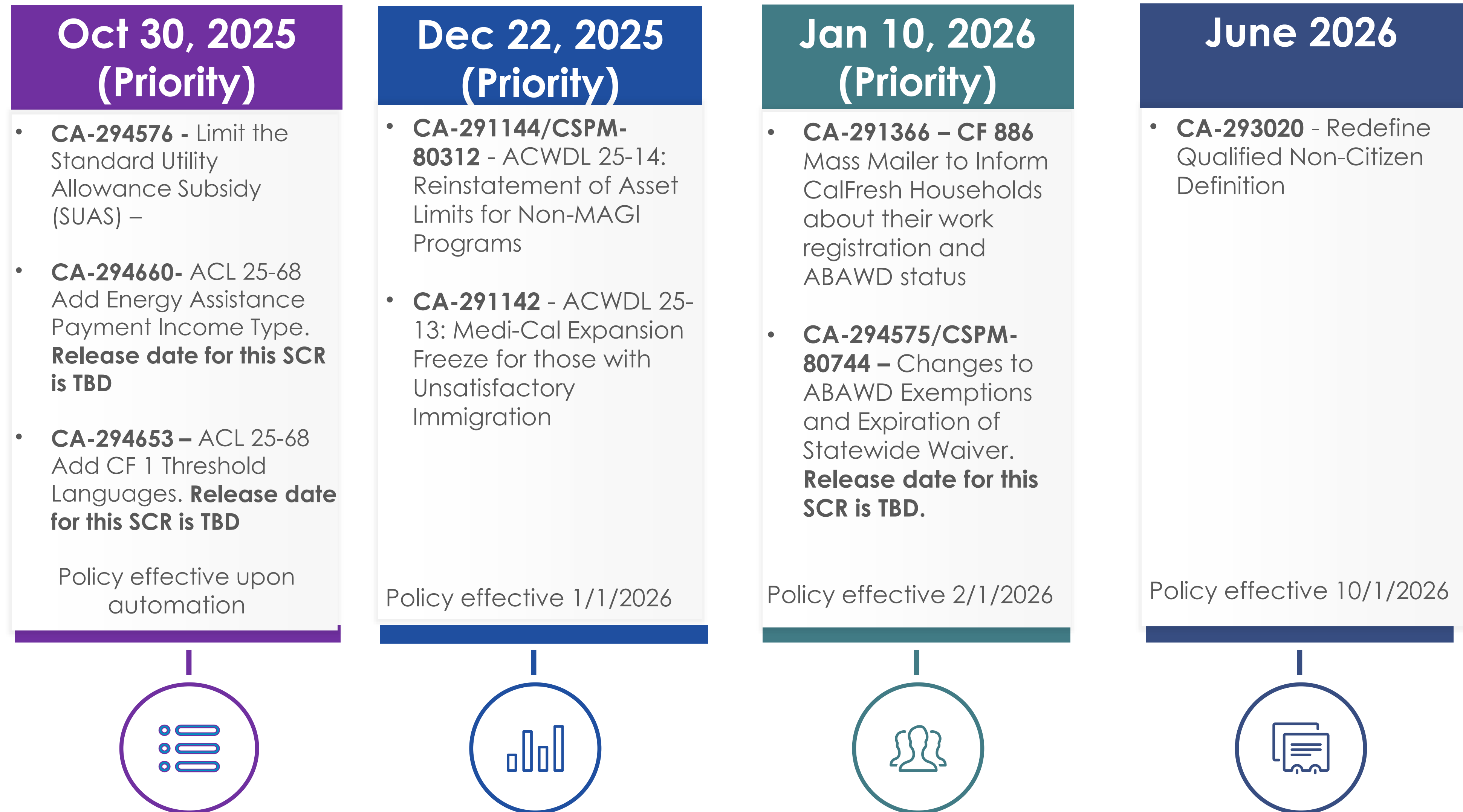


4. Approval of the Minutes and review of the Action Items from the September 18, 2025 PSC Meeting.

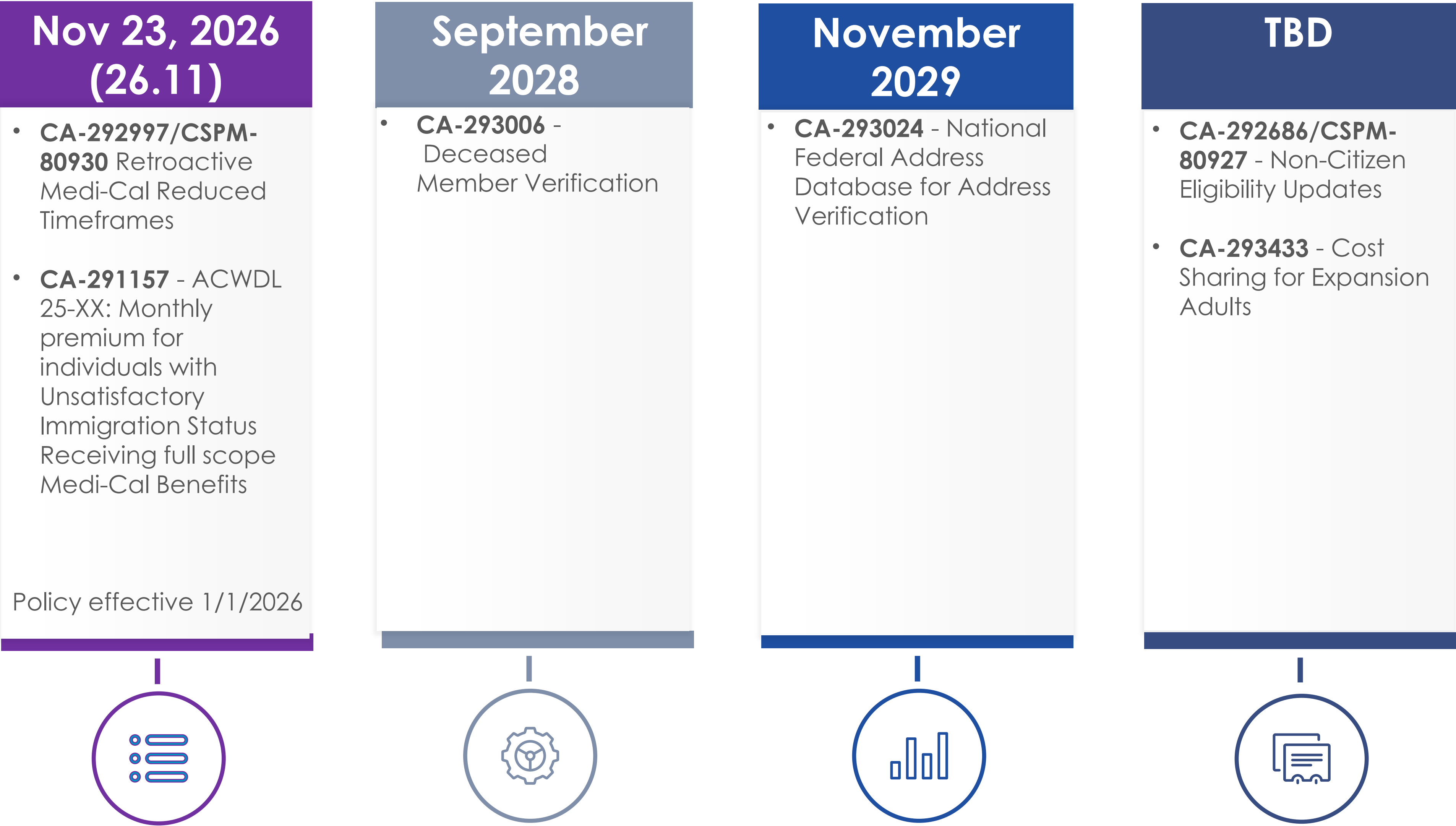
Informational Items

H.R. 1 Updates

May Revise & HR 1 Policy Roadmap*

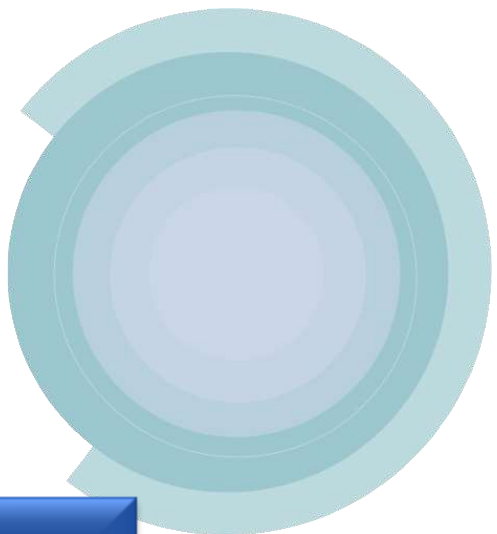


May Revise & HR 1 Policy Roadmap*



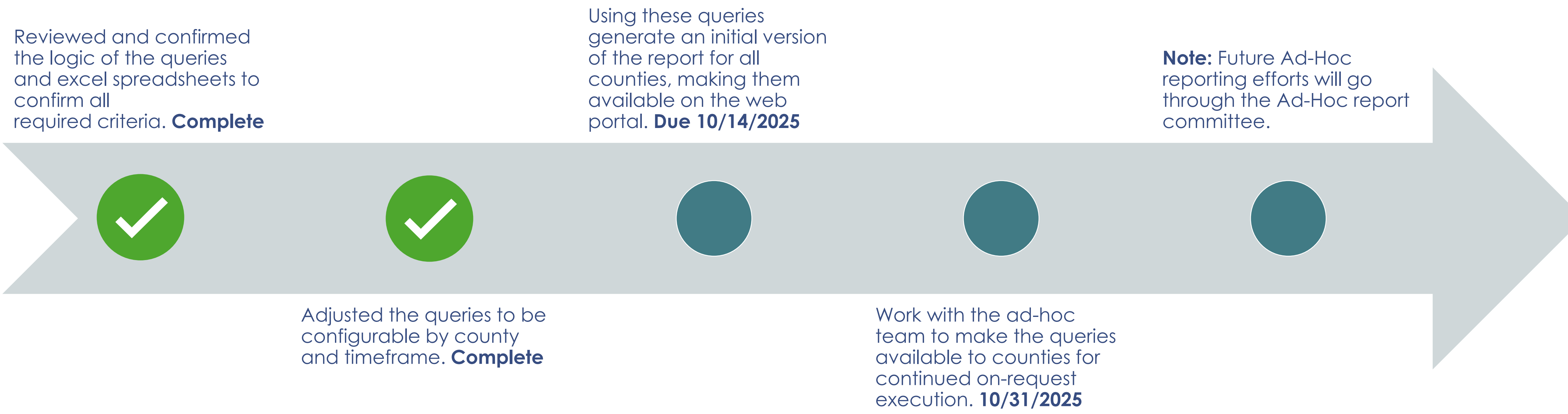
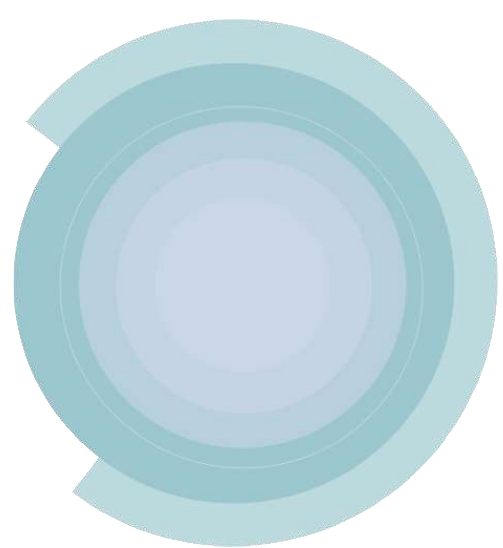
*Target releases are subject to change.

CalFresh System Changes in Progress



January Baseline Release	March Baseline Release	May Baseline Release	November Baseline Release
1. SCR 288039-Add CF Negative Action reason of 'Not a Separate Household' 2. SCR 261473 -ACIN I-15-23 Shelter Deductions/Utilities/Homel ess Shelter Deduction 3. SCR 224521-ACIN I-16-05/ACL 24-23 Impact On CF OIs 4. SCR 293058 - Default the System to Select All Programs When Running EDBC 5. SCR 281496 -Do Not Generate CF 377.1A for Other Reasons When CF Intake Application is Denied for Missed Interview	1. SCR 273253 - Update EDBC to Ignore 10 Day Logic for Changes During CalWORKs and CalFresh Intake Months 2. SCR 224153 - Update NOA Suppression logic for Multi-Month EDBC for CalFresh 3. SCR 221893 - Update CW in Public Assistance CalFresh Budget at Initial Approval 4. SCR 284174- Automated Processing of Payment Verification System (PVS) Abstract Data and Batch EDBC 5. SCR 289178 -Update ESAP SARN logic to remove RE length criteria	1. SCR 226008 - ACL 21-13 - ACL 21-117E - CF Medical Expense Deduction for Elderly or Disabled Household Members 2. SCR 204171 - Update CW/CF Proof of Name/Identity Regarding Adults	1. SCR 55143 - Phase III - Modify and Add Validations to run EDBC for the Correct RE/SAR Submit Month

HR1 Ad Hoc Queries Next Steps



Upcoming Outreach Efforts



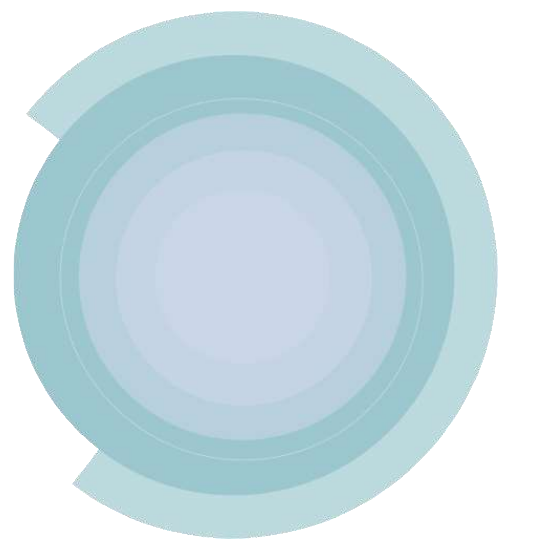
For the SUAS change, the project team is drafting a quick guide that outlines the key SUAS functionality.

For the January 2026 Medi-Cal changes, DHCS along with CalSAWS will host the following DHCS County Workgroup sessions:

- Tentatively planned for October 2025: a refresher on property policy and entering of property on data collection pages in CalSAWS.
- Tentatively planned for November/December 2025: Overview of the policy, a refresher on CalSAWS immigration data collection pages, with a December follow-up to review functionality changes.

A Release Broadcast has been distributed to the counties, providing resources related to the January 2026 Medi-Cal changes.

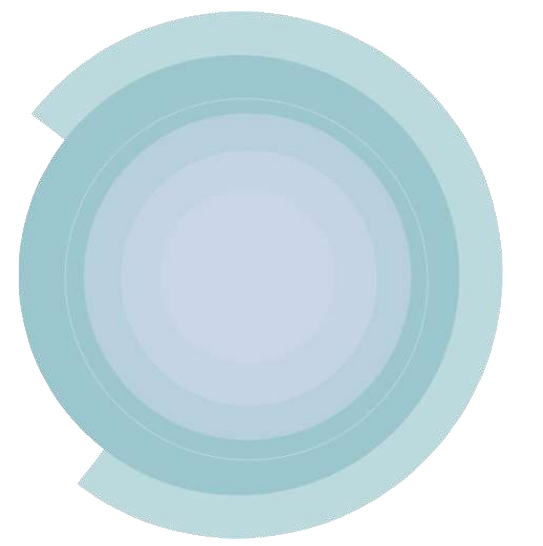
Upcoming Outreach Efforts



The following activities are underway for ABAWD:

- **CalSAWS Learning Engagement (CLE):** Two recorded sessions are scheduled for October 21st and 22nd.
- **Policy Review and Training (PRT) Environment:** ABAWD functionality and related batch processes will be enabled following the October CLE session (tentatively scheduled for 10/27/25). This functionality will remain active through 12/31/25, after which it will be disabled.
- **Quick Guide/Job Aid:** Development of the ABAWD quick guide and updates to job aids are in progress.

HR1 Adjacent Workgroups



Workgroups

1. CF Processing to reduce Error Rates
2. Ad hoc Reporting
3. ABAWD Enhancement
4. Income Verification
5. Data Analytics

Timeline

Workgroups 1 and 2 – Kickoff meeting planned for week of October 13
Workgroups 1 and 2 – Scheduled to begin the week of October 20
Workgroups 3 and 4 – Kickoff is planned for mid-November
Workgroup 5 – Kickoff is planned for the week of October 27

Goal

The first goal is to identify and prioritize requirements

Release & Policy Updates

CalSAWS | Project Steering Committee

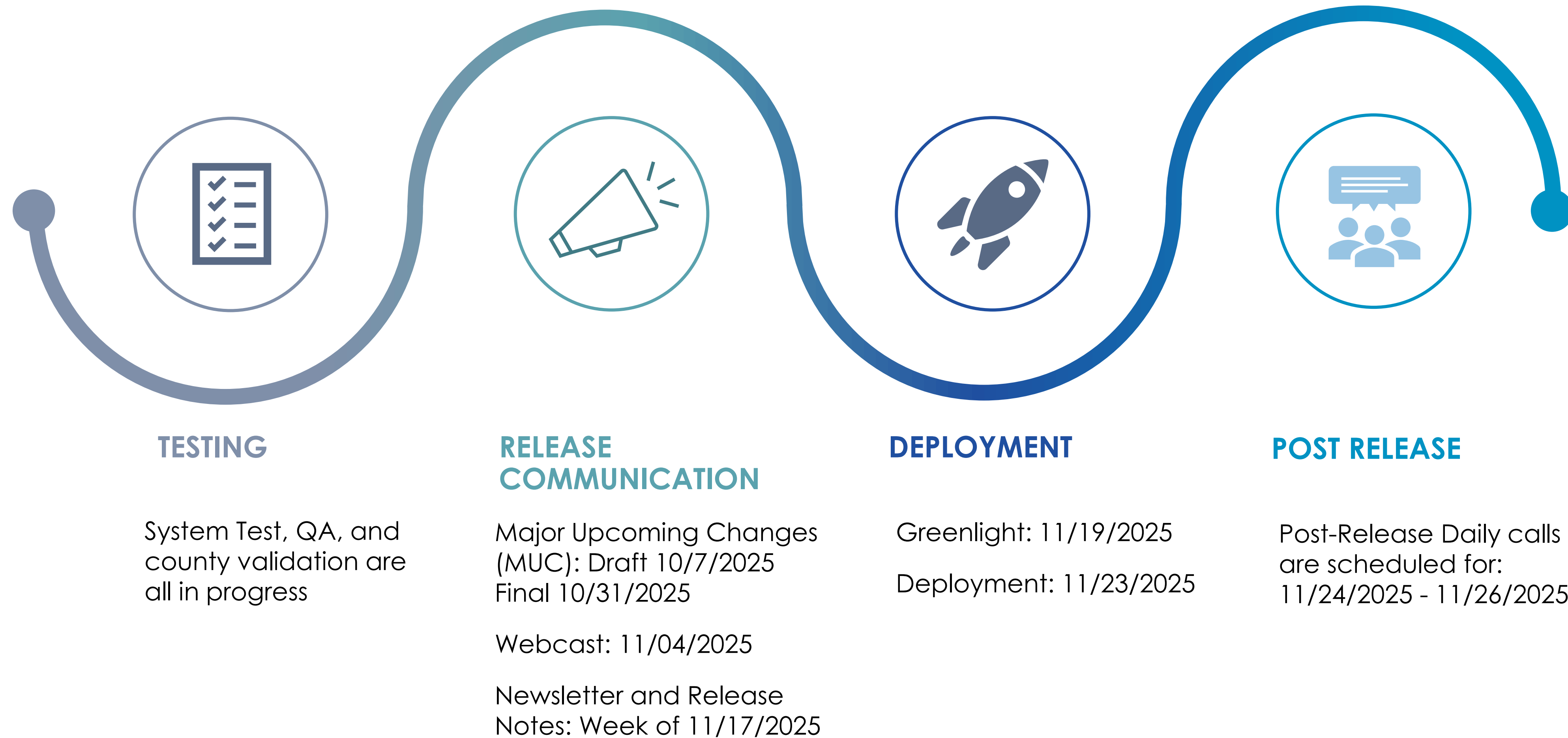
Release and Policy Update

Upcoming Releases

October Priority Releases	November Baseline (11/24/2025) and Priority Releases	December Priority Releases	January Baseline (1/26/2026) and Priority Releases
10/02/2025: • Generate No Change NOA for CalWORKs Voluntary Mid-Period Actions 10/23/2025: • ACIN I-48-25 - FFY 2026 Disaster CalFresh COLA 10/30/2025: • ACL 25-50 H.R. 1 Limits to Standard Utility Allowance Subsidy	11/24/2025: • SB 600 - ACL 25-01 - CalFresh Minimum Benefit Adequacy Act of 2023 • 2026 Social Security Title II and Title XVI Cost of Living Adjustments Values (SSA COLA) • WIC 11203(a) - Apply SSP Only OPA for Specific Programs • ACWDL 18-02E - Update ICT Document Category Type to Include MC RE Packets • ACL 25-65 - Resource Limit Increase for CW/RCA	12/06/2025: • Batch EDBC to apply 2026 SSA Cost of Living Adjustments (COLA) • 2026 MEDS Renewal, Recon Schedule, RE Packets and Release dates 12/21/2025: • ACWDL 25-14: Reinstatement of Asset Limit Test for Non-MAGI Medi-Cal • ACWDL 25-13: Medi-Cal Adult Expansion Freeze for 19 and Older without Satisfactory Immigration Status	1/10/2026: • ACIN I-XX-25 Batch EDBC for 2026 CalFresh SSI COLA • ACIN I-XX-25 2026 CAPI COLA - Batch EDBC • H.R. 1 CF 886 Mass Mailer Work Registrant and ABAWD Status 1/26/2026: • H.R. 1 ACL 25-68 Add Energy Assistance Payments Made Under State Law Income Type • ACWDL 5-2-2025 - Update RCA and TCVAP Cash Assistance Time on Aid from 12 Months to 4 Months

Release and Policy Update

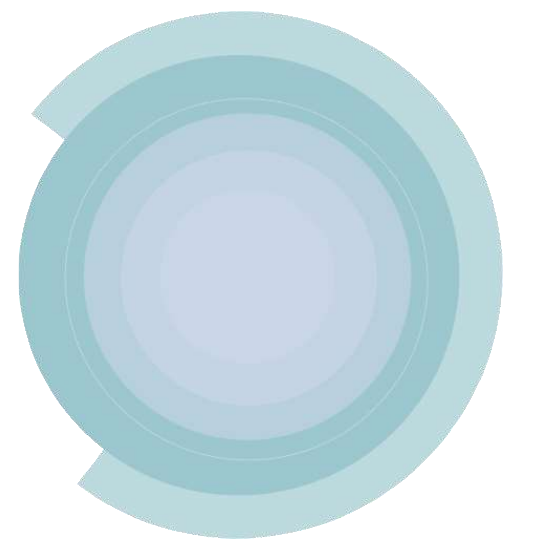
Upcoming Releases – 25.11



BenefitsCal Update

BenefitsCal Public Facing Enhancements

2025 Q-4 Public Facing Feature Updates



October Release 25.10

- **Document Center:** Revise the list of document types in the Document Center to include more specific categories, making it easier for customers to find what they need.
- **MC 604 IPS:** Allow users to upload supplemental property documentation with their Medi-Cal renewal per policy direction.

December Release 25.12

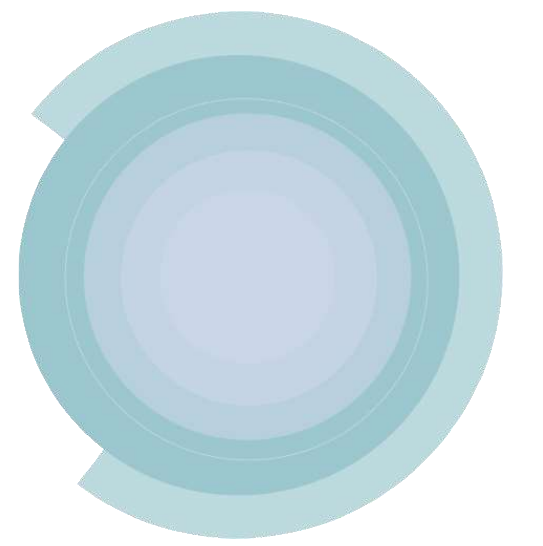
- **Reinstatement of Asset Limits:** Reintroduce the collection of resources, including property and other assets, for Non-MAGI per policy direction.
- **Modifications to ABAWD Work Requirements:** Update the CalFresh ABAWD work requirements and exemptions per policy direction.

November Release 25.11

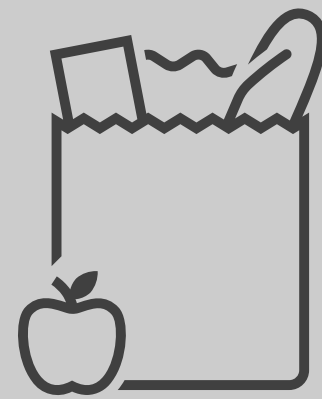
- **Always-On Survey:** Update the Always-On Survey to actively invite users to participate in user-centered design activities.
- **Student Exemption for LPIE:** Modify the student exemption options to include the LPIE exemption during application.

BenefitsCal HR 1 Priorities

CalFresh and Medi-Cal Changes



CalFresh



- Non-Citizen Eligibility Updates (Test Support)
- ABAWD Time-limits and Exemptions
- TRUV – Income and Employment Verification

Medi-Cal

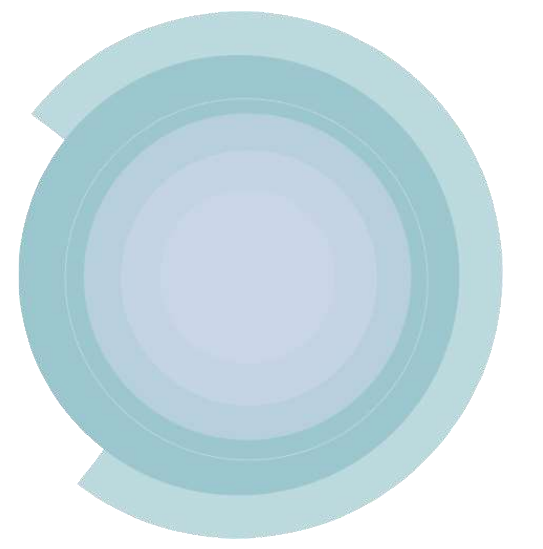


- Asset Reinstatement - Non-MAGI
- Retroactive Medi-Cal Update
- Work Requirements - MAGI
- Semi-Annual Redeterminations - MAGI
- Cost-Sharing for Adults

CalSAWS Learning Exchange

CalSAWS Learning Exchange Sessions

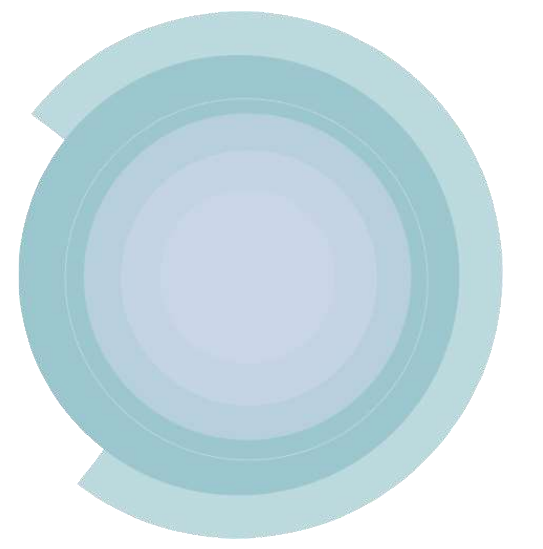
Objective



- CalSAWS Learning Exchange (CLE) sessions provide timely, relevant education for regions on identified topics and allows for Q&A with counties.
- Assess topics ongoing that present challenges for counties and, where appropriate, hold focused CLE sessions to better assist counties in gaining a fundamental understanding of the identified topic(s).
- When possible, the sessions may include willing county partner/s to highlight best practices and lessons learned.

CalSAWS Learning Exchange Sessions

August BenefitsCal CLE



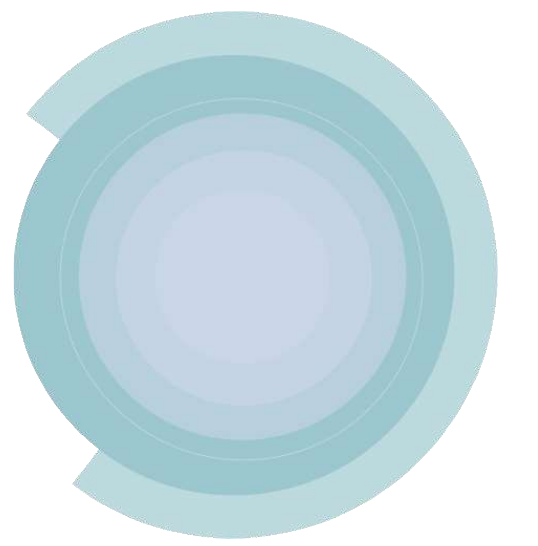
- The August CalSAWS Learning Exchange focused on BenefitsCal and was held on August 19, 20, and 21, 2025. The session provided counties with an overview of available functionality, including the Training Environment, Case Linking, E-Application Review, Document Uploads, and the Reporting Tool. It also offered recommendations on how to complete various functions and highlighted resources available to both county staff and the communities they serve.
- **891** participants attended
- **45** counties represented
- Sessions also included State Partners and Community Based Organizations

Path to the CalSAWS Learning Exchange session materials:

[CalSAWS Web Portal > Resources > CalSAWS Learning Exchange](#) > BenefitsCal 08-2025

CalSAWS Learning Exchange Sessions

August BenefitsCal CLE – Feedback



It was so informative, and it gave me a better perspective on how to address customers when they have questions.

**It was great!
Very helpful**

Thank you, this was helpful. We have been requesting more information in order to help our clients. This has taught me more than asking a supervisor how I can help my clients with BenefitsCal.

It was perfect, lot of step by step navigating the BenefitsCal

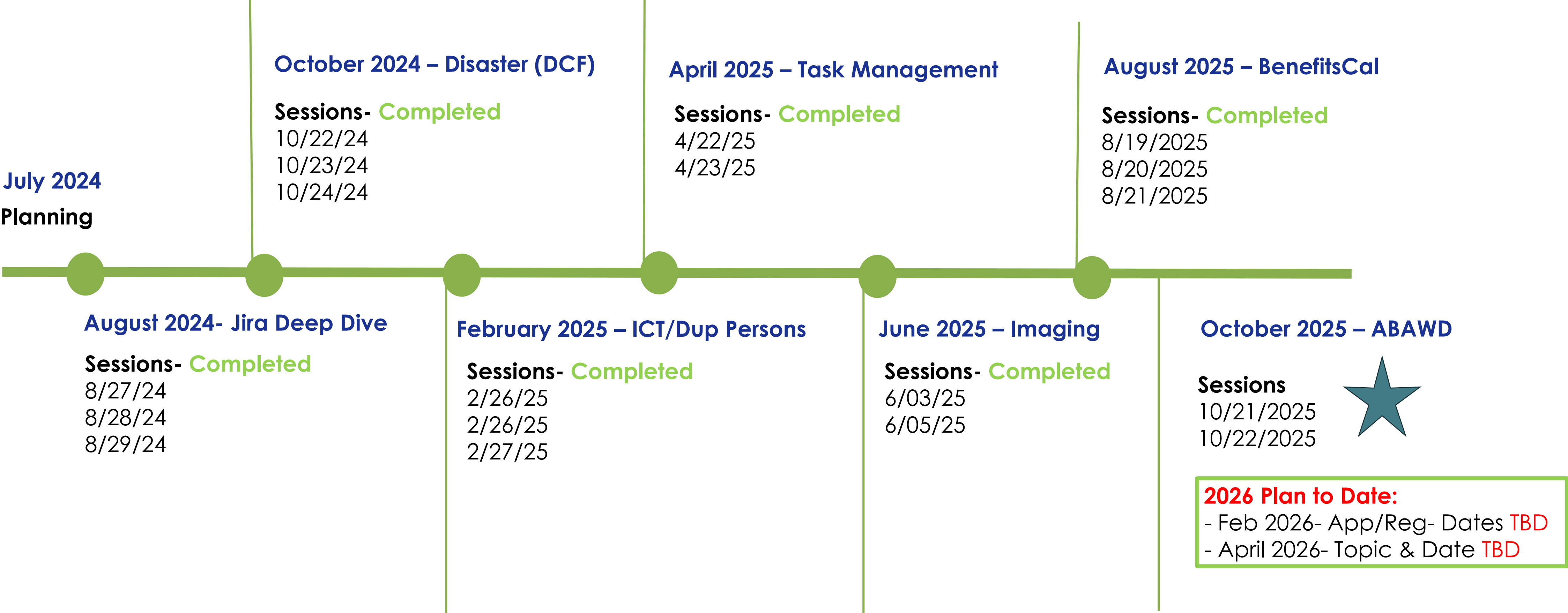
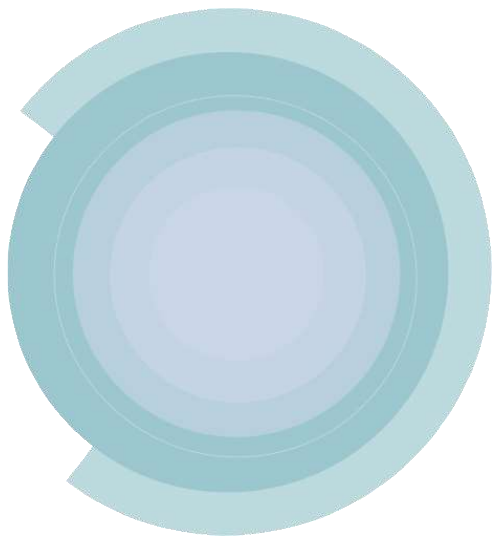
Very thorough! Nice to see the pre-recorded videos as it gets to the point succinctly

The volume on some of the videos could have been better. But the CLE was great. Great information. Great Q&A! The CLEs are super helpful.



CalSAWS Learning Exchange Sessions

CLE Planning Schedule 2024/2025/2026



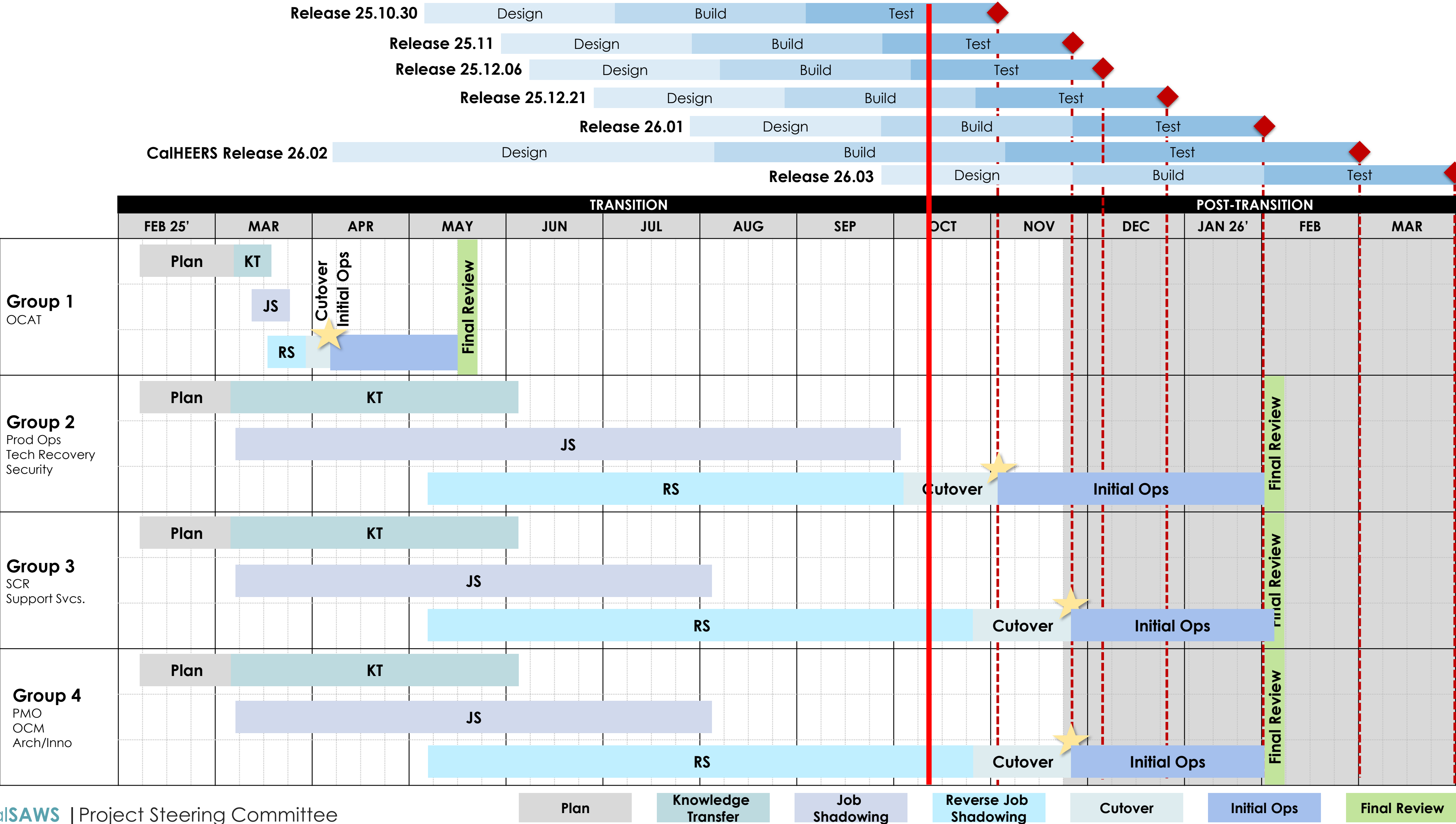
Next Steps

- **Upcoming Sessions-** Counties receive notification of upcoming CLE activities via Broadcast Notifications followed by meeting invites being sent to County PPOCs to forward to their county staff who they believe who benefit from the respective sessions.
- **County Collaboration-** Counties who have valuable best practices, lessons learned, or business processes to share on requested topics are encouraged to let their RMs know they would like to be considered for inclusion in a specific presentation.
- **Request a CLE Topic-** Via Regional Meetings or contacting your region's RM team; include content desired and priority level (Low, Medium, High) for the topic.



Transition Update

M&E Transition-In Timeline



M&E Transition Cutover Progress and Status

As of: 10/3/2025 Complete In Progress Scheduled

Status of cutover preparations

Cutover Group 2

Prod Ops, Tech Recovery, Security

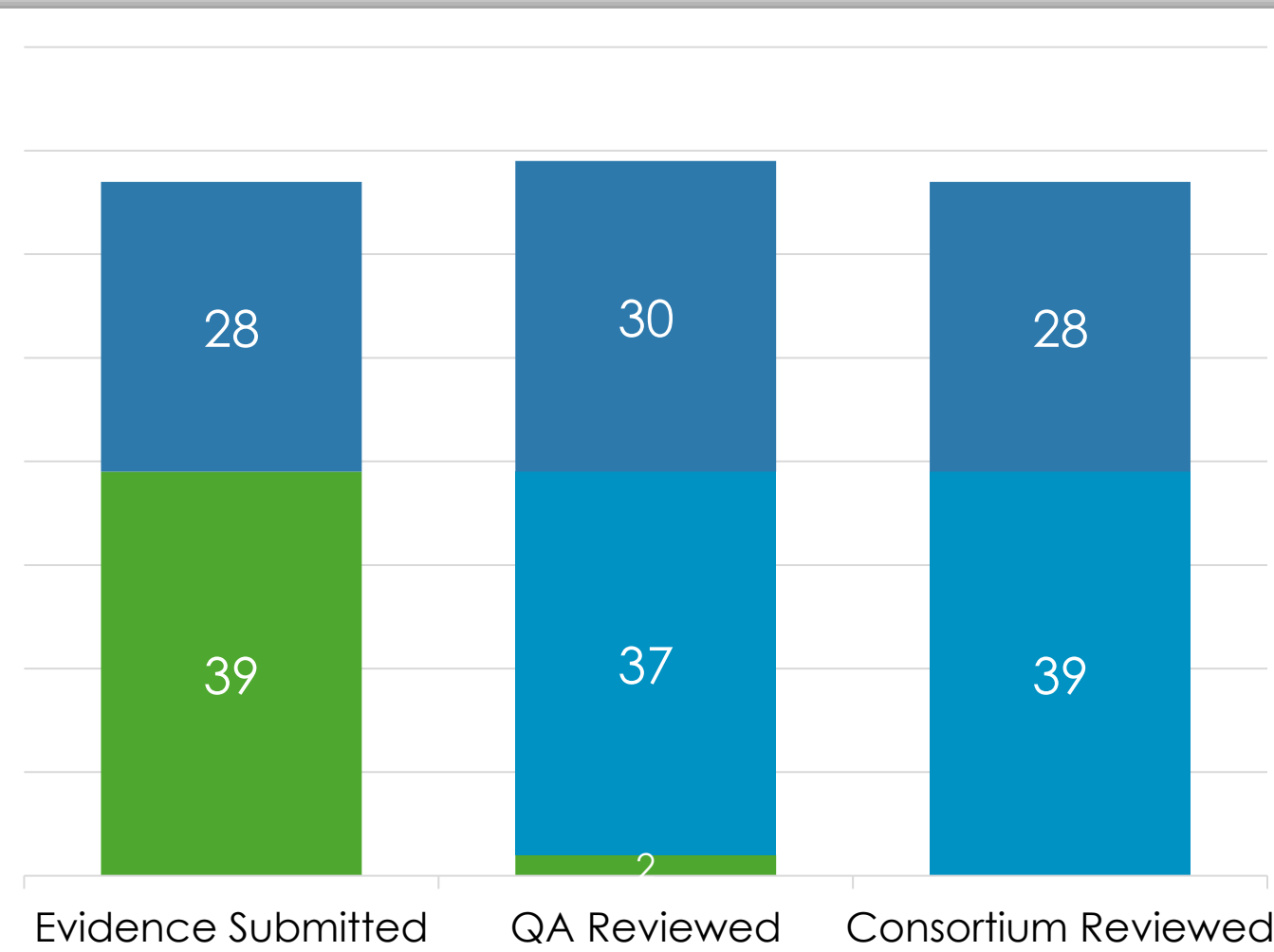
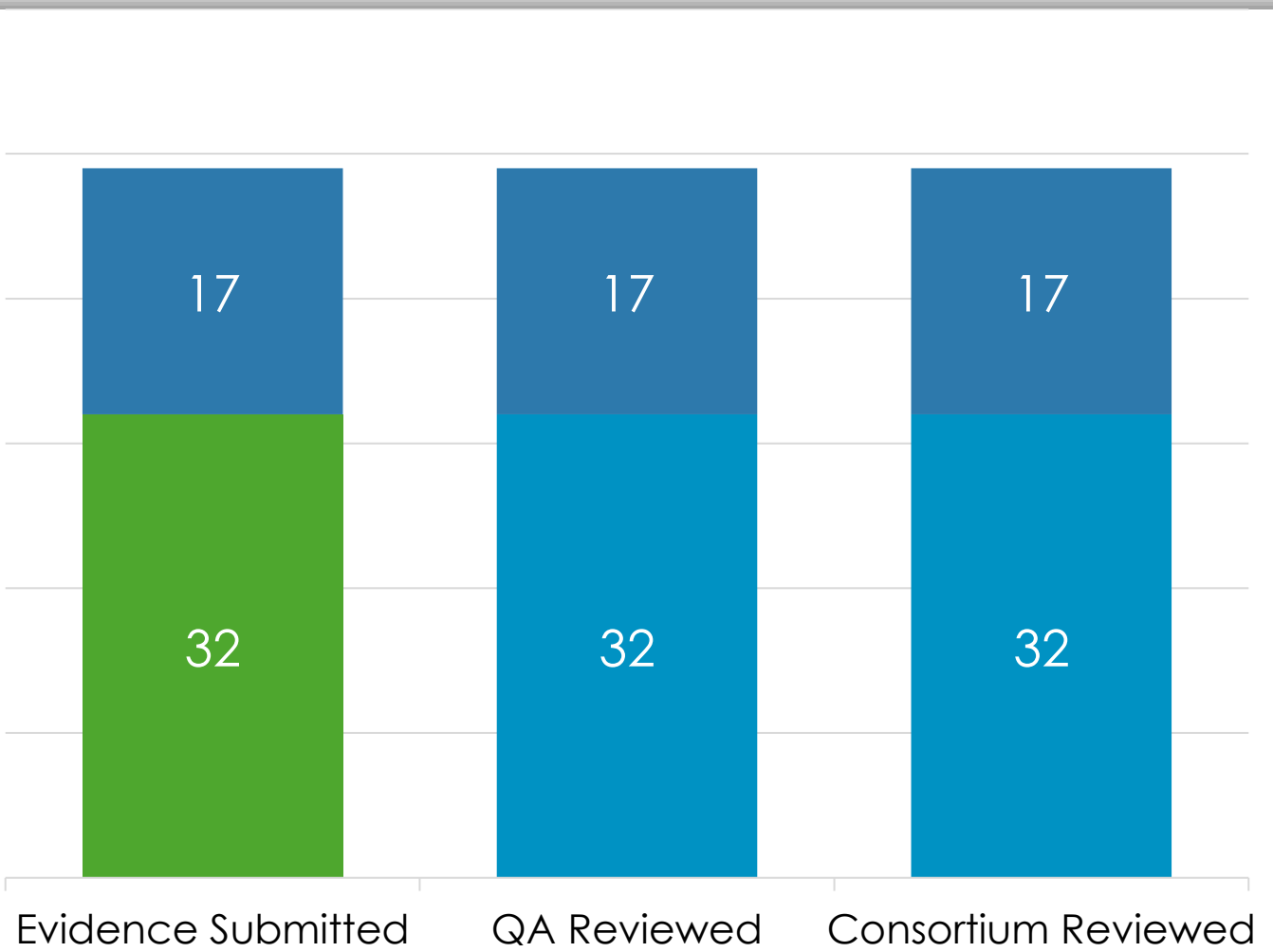
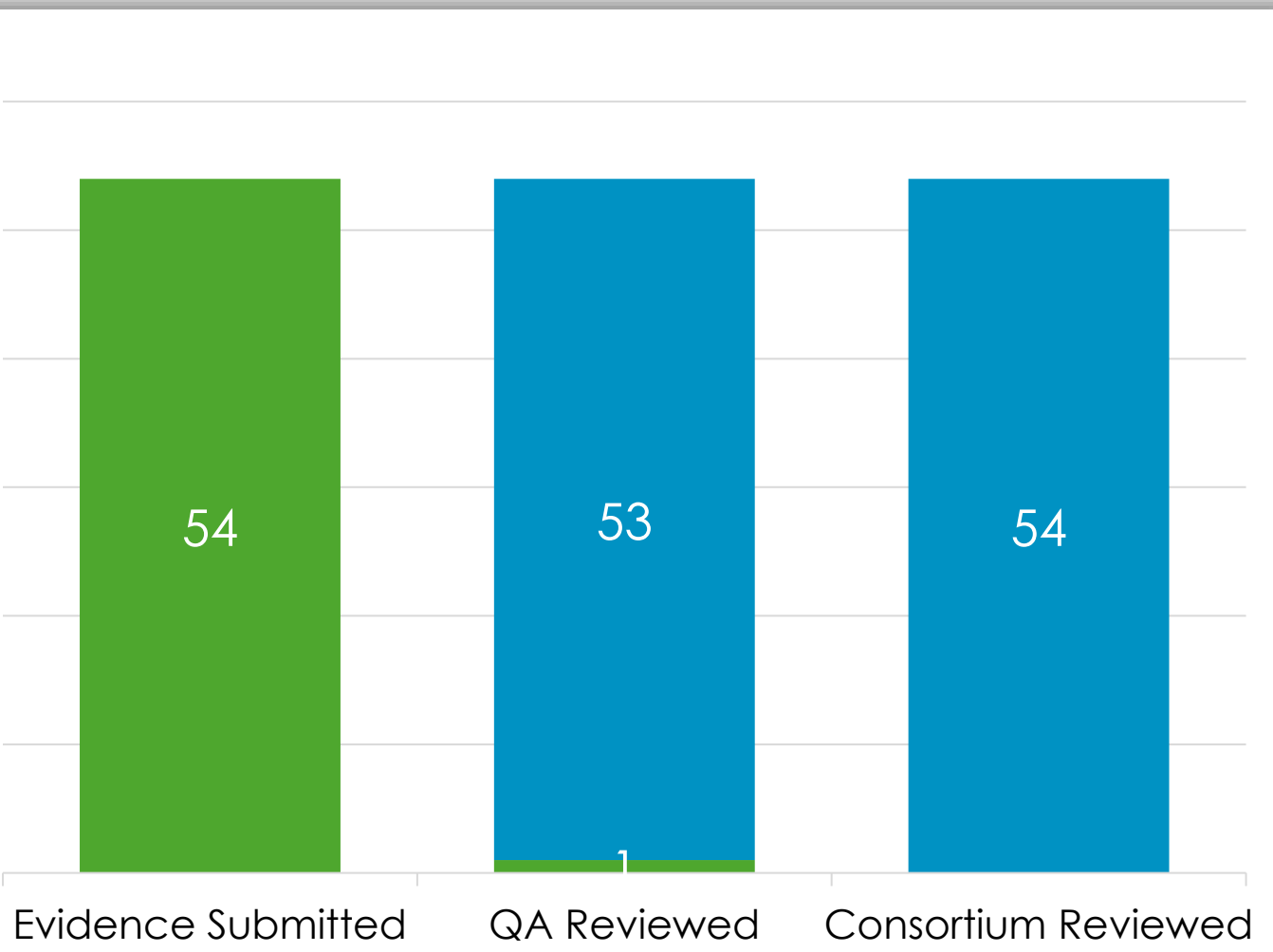
Cutover Group 3

SCR, Support Services

Cutover Group 4

Arch/Inno, Management, OCM

Readiness Evidence Review Progress



KT / JS / RS Status

- **KT:**
 - **68/69 (99%) KT Complete**
- **JS:**
 - **99/103 (96%) JS Complete**
 - Data Model Management, DB Refresh, Batch, Disaster Recovery
- **RS:**
 - **41/53 (77%) RS Complete**
 - 3 Security RS Sessions, 9 Prod Ops / Tech Recovery Sessions

- **KT:**
 - **150/159 (94%) KT Complete**
 - CARES, PBDS, CDSS/DHCS Adhoc Request
- **JS:**
 - **✓ 82/82 (100%) JS Complete**
- **RS:**
 - **✓ 38/38 (100%) RS Complete**

- **KT:**
 - **30/31 (97%) KT Complete**
 - Yearly User Count Reporting
- **JS:**
 - **✓ 43/43 (100%) JS Complete**
- **RS:**
 - **✓ 12/12 (100%) RS Complete**

M&E Release Dashboard

As of: 10/8/2025

Not Started

In Progress

Complete

Release	Release Status			% Complete	Notes
25.10.30	Design	1	1	50%	• Build in progress for CA-294576- HR1 SUA.
2 SCRs	Design Approval	1	1	50%	
30 Test Cases	Build	1	1	0%	
10/31/25	Test	2		0%	
25.11	Design	1	24	96%	• System Test is in progress. • Tech SCR CA-294807 (Case Copy) added. • Moved CA-290449 (SSA COLA) to a priority release.
25 SCRs	Design Approval	1	24	96%	
435 Test Cases	Build	4	1	80%	
12/22/25	Test	155	25	59%	
25.12.06	Design	4	1	20%	• The release includes operational SCRs dependent on counties and partners for calendar updates needed for design completion. • Non-committee or expedited approval process will be followed for the SCRs. • May Revise (SCR CA-291144) went through content revision due to new policy clarification and reviewed with Medi-Cal/CMSP Committee on 10/01. • Build In-Progress, code reviews everyday. • Test case writing in-progress. Developed 225 test cases so far.
5 SCRs	Design Approval	4	1	0%	
TBD Test Cases	Build	5		0%	
12/06/25	Test	5		0%	
25.12.21	Design	4	3	22%	• Design for 1 newly added SCRs, targeted for completion by 10/17/2025. • Build started on 09/29/2025 for all the approved SCRs. • Test case writing in-progress.
9 SCRs	Design Approval	5	2	22%	
TBD Test Cases	Build	7	2	0%	
12/21/25	Test	9		0%	
26.01	Design	2	40	95%	• SCRB approval received: 9/25/2025. • CCB approval received:10/2/2025. • Development is 65% complete. • Test case writing in-progress.
42 SCRs	Design Approval	2	3	88%	
TBD Test Cases	Build	5	37	0%	
1/25/26	Test			0%	
26.02	Design	1	2	66%	
3 SCRs	Design Approval	1	2	66%	
TBD Test Cases	Build	1	2	0%	
2/22/26	Test			0%	

M&E R25.11 System Testing Dashboard

Testing Summary

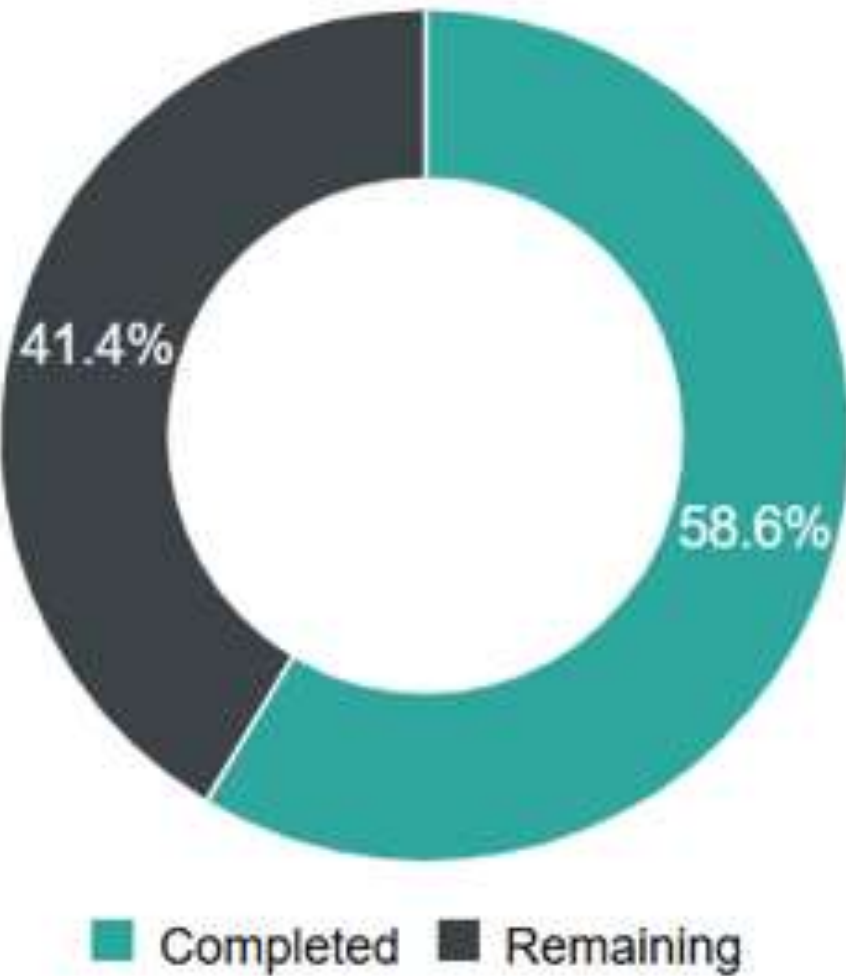
- R25.11 AT Testing Completed and ST testing in Progress.
 - Testing performed by both Deloitte and Consortium testers
 - Consortium testing started in parallel with Deloitte ST testing

Total Test Cases	Executed	Passed	Failed	Blocked	Execution %	Total Pass %	First Pass Rate %
435	255	239	16	0	59%	55%	94%

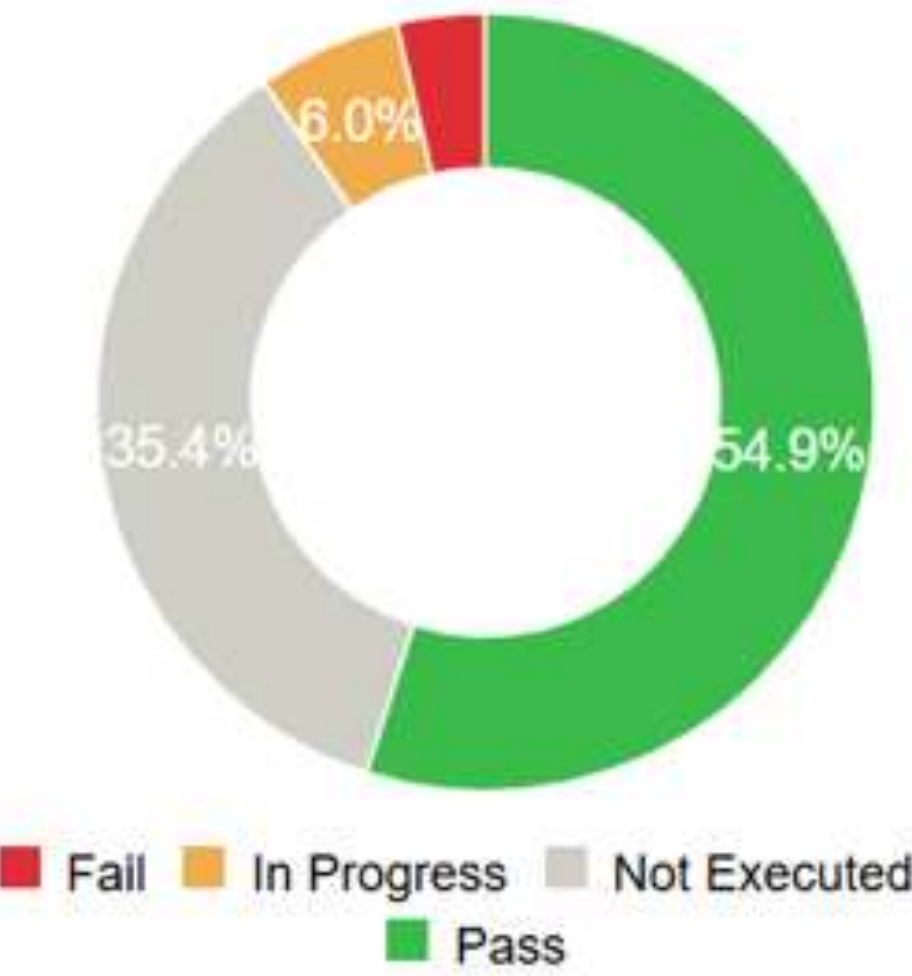
- R25.11 Automation Progress:
 - Team could not execute RAT last week as per plan on RAT1 env owing to delays in env availability.
 - First run completed on 10/3; 23 of 29 failed are for known defects; remaining 6 failures being analyzed.

Scripts Executed	Scripts Passed	Scripts Failed
1856	1827	29

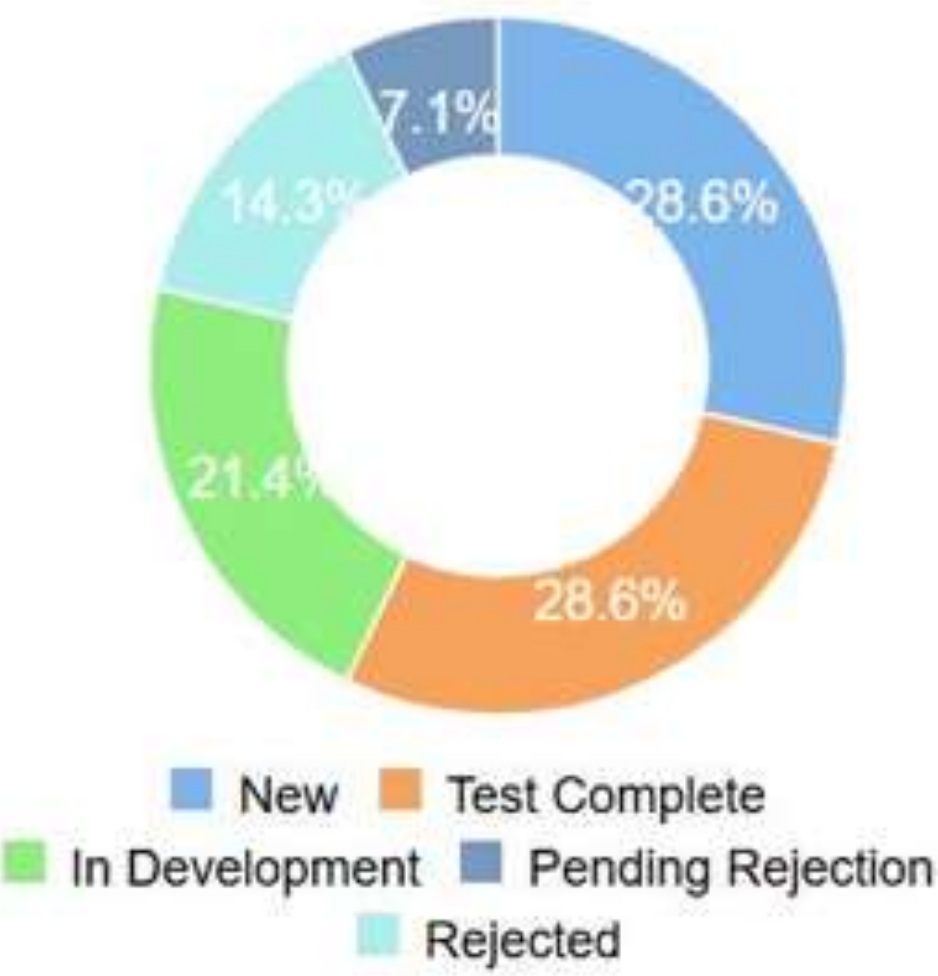
Overall Progress



Test Execution Results



Issues Reported During Testing





Highlights

Release Readiness:

- 9/22 environment transition is complete; Data refresh activities completed for all the planned environments. 3 more are pending and scheduled to finish this week
- Team has successfully performed the first DR exercise for all the App activities.
- Working on the 25.11 performance test plan and on track for completion by 2nd week of October.
- The 25.10.30 priority release stream is now open for development.

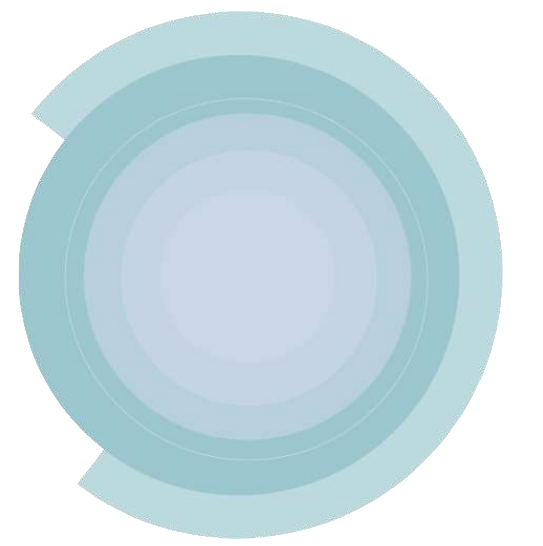
Production Readiness for Service Desk and Batch Operations with T-90 Approach:

- Batch Operations – Continued monitoring the production batches and logging the observations for internal learnings. Also had a weekly connect with ACN team to understand the batches that ran beyond 6AM
- Tier 3 Help Desk – The team is actively monitoring live production tickets and independently triaging daily inflow. Our triage outcomes closely align with the Accenture team's results. We continue to incorporate learnings to further improve accuracy and efficiency

Monthly Performance Trends

Accenture M&E Performance Metrics

M&E Performance Metrics for September 2025



Daily Reporting

5	Daily Peak Usage Hours Availability Target: 98%	0	Days Missed	13	Daily Off Prime Business Hours Screen to Screen Navigation Response Time Target: 95% transactions at or below 3(sec)	0	Days Missed
6	Daily Prime Business Hours Availability Target: 97%	0	Days Missed	14	Daily Unbounded Search Response Time Target: 95% transactions at or below 6(sec)	0	Days Missed
7	Daily Peak Usage Hours ED/BC Response Time Target: 95% transactions at or below 3(sec)	0	Days Missed	15	Daily Prime Business Hours Availability of CalSAWS Training Environments Target: 95%	0	Days Missed
8	Daily Prime Business Hours ED/BC Response Time Target: 99.9% transactions at or below 20(sec)	1	Days Missed	16	Daily Peak Usage Hours Standard Report Response Time Target: 95% transactions at or below 10(sec)	0	Days Missed
9	Daily Peak Usage Hours Screen to Screen Navigation Response Time Target: 98% transactions at or below 2(sec)	0	Days Missed				
10	Daily Prime Business Hours Screen to Screen Navigation Response Time Target: 99.9% transactions at or below 10(sec)	0	Days Missed				
11	Daily Batch Production Jobs Completion Target:	0	Days Missed				
12	Daily Off Prime Business Hours ED/BC Response Time Target: 95% of transactions at or below 5(sec)	0	Days Missed				

Monthly Reporting

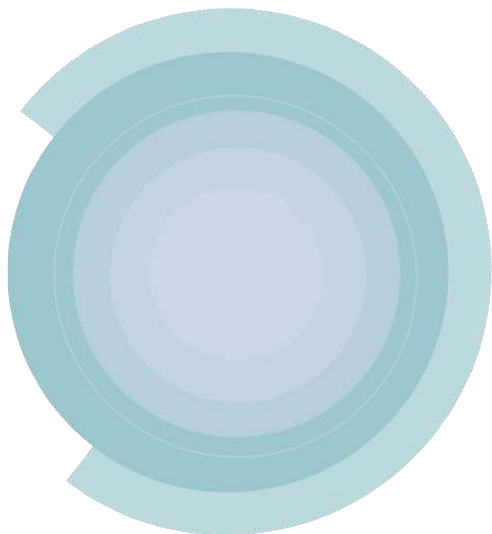
1	Monthly Off Prime Business Hours Availability Target: 98%	100%
2	Monthly Prime Business Hours Availability, Non-Prod Environments Target: 98%	100%
3	Monthly Deficiency Notification Response Time Target: 99.5%	100%
4	Monthly Service Desk Diagnosis Time Tier 3 Target: 98%	99.4%

Event-Driven Reporting

19	Security Incident Notification Target: 0 incidents missed	0	Incidents Missed
20	Security Incident Reporting Target: 0 incidents missed	0	Incidents Missed
21	Security Incident Negligence Target: 0 incidents missed	0	Incidents Missed

Infrastructure Performance Metrics

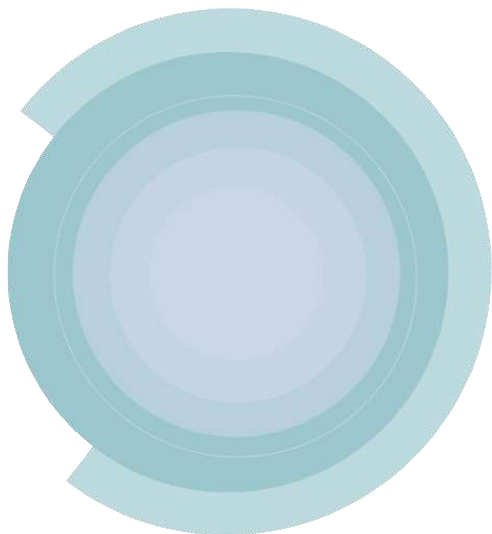
Infrastructure Performance Metrics for September 2025



Daily Reporting			Monthly Reporting			Event-Driven Reporting		
1	Daily Prime Business Hours Availability Target: 99%	100.0%	2	Monthly Prime Business Hours Availability, Non-Prod Environments Target: 99%	100.0%	9	Disaster Recovery Response Time Target: 24 Hours	Met
5	Daily Prime Business Hours Availability of CalSAWS Training Environments Target: 95%	99.9%	3	Monthly Off Prime Business Hours Availability Target: 99%	100.0%	13	Completion of Root Cause Analyses Target: Within 14 days	0 Analyses Missed
8	Daily Prime Business Hours Standard Report Response Time Target: 98%	99.6%	4	Local Repair Services Target: 99%	100.0%	16	Security Incident Notification Target: 0 incidents	0 Incidents Missed
11	Security Information and Event Management System Uptime Target: 99%	100.0%	6	Monthly Deficiency Notification Response Time Target: 99.5%	100.0%	17	Security Incident Reporting Target: 0 incidents	0 Incidents Missed
Quarterly Reporting			7	Monthly Service Desk Diagnosis Time Tiers 1 and 2 Target: 98%	100.0%	18	Security Incident Negligence Target: 0 incidents	0 Incidents Missed
10	Failure to Complete Access Control Audits Target: Quarterly	0 Audits Missed	15	Security Vulnerability Scans Target: 99%	99.2%			
12	Scheduled Asset Inventory Audit Target: Quarterly	0 Audits Missed						
14	Privileged Access Audit Target: Quarterly	0 Audits Missed						

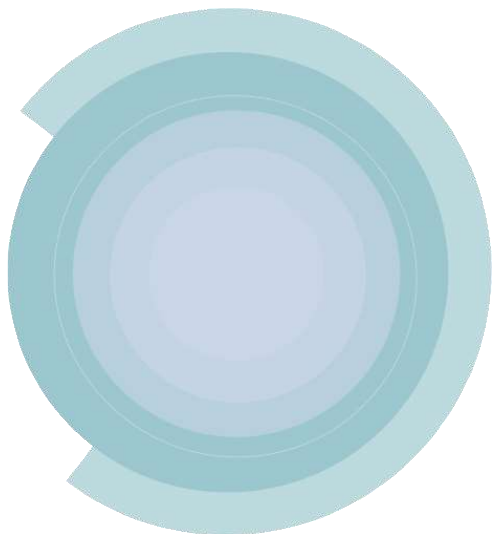
Imaging Monthly Metrics

Hyland Imaging Performance Metrics for September 2025



BenefitsCal Performance Metrics

BenefitsCal Performance Metrics for September 2025



Daily Reporting

1	Daily Online Transactions - Bounded <i>Target: 98% with avg. response <2secs</i>	99.9%
2	Daily Online Transactions - Unbounded <i>Target: 98% with avg. response <10secs</i>	99.9%
3	Daily BenefitsCal Hosted API Transactions Response time <i>Target: 98% with avg. response <2secs</i>	99.7%

Monthly Reporting

4	Monthly Online Transactions - Bounded <i>Target: 98% with avg. response <2secs</i>	99.0%
5	Monthly Online Transactions - Unbounded <i>Target: 98% with avg. response <10secs</i>	99.0%
6	Monthly BenefitsCal Hosted API Transactions Response time <i>Target: 98% with avg. response <2secs</i>	99.0%

State Partners Updates



State Partners Updates

Adjourn Meeting